

# Job Description

<b>Position:</b>	Money Matters Support Worker
<b>Department/Service:</b>	Future Support
<b>Job Status:</b>	Fixed Term, until 30 <sup>th</sup> September 2027, with extension subject to funding
<b>Hours of Work:</b>	Part-Time (20 hours per week). Subject to Four Day Week following 6 months in post (see below).
<b>Working Pattern:</b>	Mon-Fri with occasional evenings or weekends as required by the service
<b>Leave:</b>	FTE of 23 days per annum, plus Bank Holidays
<b>Location:</b>	Norwich
<b>Salary:</b>	£14,054.05 (FTE of £26,000 per annum)
<b>Application Deadline:</b>	TBD
<b>Interview Date:</b>	TBD

### Vision statement:

*Our vision is of vibrant and strong communities where everybody can live independent, safe and happy lives.*

### Context and purpose of the job:

The Money Matters Support Worker (MMSW) joins our team as part of the "Money Matters: Future Resilience" project, which aims to build financial resilience within disadvantaged communities in Norwich. This project has been designed in response to the ongoing Cost of Living crisis, which has pushed many families into debt and financial instability. By providing one-to-one support, the MMSW will empower individuals to manage their finances effectively, build confidence, and develop long-term financial resilience.

The MMSW will play a central role in supporting clients who are at risk of financial crisis by delivering tailored financial advice and guidance. The role involves managing a full caseload of clients, working closely with them to assess their financial situation, develop and implement budgets, and create sustainable debt repayment plans. The MMSW will also support clients in accessing additional resources and services, ensuring they receive comprehensive support that addresses all aspects of their financial wellbeing.

Through this role, the MMSW will contribute to the project's broader aim of testing and evaluating a new model of financial support, combining early intervention support with incentivised debt reduction strategies, to embed positive financial habits and attitudes and reduce the likelihood of clients falling back into financial difficulties.

In addition to one-to-one support, the MMSW will collaborate with other team members to broadcast financial tips and skills through radio shows and podcasts, extending the project's reach and impact across the Greater Norwich area.

### Personal Profile:

The ideal candidate will have substantial experience in providing personalised financial support and guidance to individuals facing financial difficulties. You will have a deep understanding of financial management, budgeting, debt reduction strategies, and the barriers that disadvantaged individuals face in achieving financial stability.

You will be adept at managing a diverse caseload, conducting one-on-one sessions, and developing tailored financial action plans. Your ability to navigate complex financial situations with empathy and clarity will enable

you to build strong, trusting relationships with clients, empowering them to take control of their financial futures.

The successful candidate will be proactive, resourceful, and a strong advocate for the individuals you support. You will be capable of identifying and addressing both immediate financial crises and underlying issues that contribute to long-term financial instability. Your resilience, adaptability, and commitment to client empowerment will be essential in helping clients achieve sustainable financial resilience.

As a collaborative team player, you will work closely with colleagues, partners, and other stakeholders to deliver holistic support, while also managing your responsibilities independently with professionalism and confidence. A strong understanding of local financial services, resources, and networks will be highly advantageous, as will experience in contributing to broader financial education initiatives, such as community workshops, radio shows, or podcasts.

**About Future Projects:** Future Projects is a registered charity which was founded in 2000 by two volunteers who had become increasingly frustrated at the social exclusion, poverty, and lack of support available in their local community. They recognised that the issues people faced on their local housing estate in Norwich – one of the most deprived in the U.K. – could not be resolved by simply addressing one problem at a time in isolation. So they set about working with the local community to understand their needs and ambitions, and developed projects in youth work, education, media and advice along the way.

Today, we aim to help people in difficult situations build in their strengths and capabilities, and to develop the skills confidence and resilience to take control and transform their lives. We do this by providing high quality services in the community which promote education, health & wellbeing, skills, employment and improved life chances.

Our current projects and services are organised in three distinct departments as set out below.



## Key Deliverables

### 1. Client Financial Support and Case Management

- Manage a full caseload of clients, providing personalised, one-on-one financial support aimed at building long-term financial resilience.
- Conduct thorough assessments of clients' financial situations, identifying key areas of need such as debt management, budgeting, and access to welfare benefits.
- Develop and implement tailored financial action plans for each client, with clear milestones and goals aimed at reducing debt, improving budgeting skills, and enhancing overall financial stability.
- Assist clients in navigating and accessing relevant services, such as housing support, employment resources, and additional welfare benefits, ensuring a holistic approach to financial resilience.
- Continuously monitor and review client progress, adjusting action plans as necessary to reflect changing circumstances or challenges.

### 2. Match-Funding Programme Support

- Provide initial financial support to clients identified as suitable for the match-funding programme, ensuring they are well-prepared to meet the programme's milestones.
- Work closely with the Money Matters Coordinator to monitor clients' progress within the match-funding programme, ensuring that all necessary documentation is accurate and up-to-date.
- Support clients in reaching debt reduction milestones that qualify them for match-funding, reinforcing positive financial actions and attitudes.
- Collaborate with evaluators to track outcomes of the match-funding programme, contributing to the overall assessment of the programme's effectiveness.

### 3. Community Outreach and Engagement

- Engage with the community through outreach activities to raise awareness of the financial support services available, particularly targeting those most at risk of financial hardship.
- Support the delivery of financial education and skills development through radio shows, and podcasts, helping to extend the reach and impact of the Money Matters project.
- Build and maintain relationships with local organisations, housing providers, and other stakeholders to facilitate referrals and collaboration in supporting clients.

### 4. Monitoring, Reporting, and Compliance

- Maintain detailed and accurate records of client interactions, financial action plans, and outcomes, ensuring compliance with all organisational policies and procedures.
- Prepare regular reports on client progress, match-funding programme participation, and overall service delivery for internal review and external reporting requirements.
- Ensure all activities are conducted in line with safeguarding, data protection, and confidentiality policies, prioritising the safety and wellbeing of clients at all times.

### Financial Management

- Follow the organisation's financial procurement procedures to purchase minor items as required and under the direction of line managers and senior staff.

### Other duties and responsibilities

- Promote the aims, policies, and objectives of Future Projects.
- Develop a good working knowledge of the operational area, its demographics, key communities, voluntary, private and public sector contacts, networks and partnerships
- Maintain confidentiality in the working environment, ensuring that the privacy and dignity of clients are protected at all times
- Undertake such other duties as may lie within the scope of this post

**This role profile is not exhaustive and is subject to review in conjunction with the post holder and according to future changes/developments in the service.**

**Job environment:** significant flexibility in working patterns and hours will be afforded, however the majority of the post's working time will be during ordinary office hours, with a mix of home and community working and in-office presence. This includes regular visits to the charity's premises and bases of operation across Norfolk. On occasions there will be a need for evening and weekend work subject to the needs of the charity.

**Supervision:** The post holder will report directly to Money Matters Coordinator and will be subject to regular performance reviews and support sessions.

**Line Management Responsibility:** There is no line management responsibility attached to this post.

**Health and Safety/Safeguarding:** The post holder must comply with policies and procedures relating to health and safety, security, confidentiality, data protection, vulnerable adults and safeguarding children, and preventing extremism and radicalisation; and report all concerns or disclosures to the appropriate person.

Future Projects is committed to safeguarding children and vulnerable adults and expects all staff and volunteers to share that commitment. Our primary concern is always the safety and wellbeing of children and vulnerable adults.

- The Charity's Designated Safeguarding Lead for Children is: Jane MacLennan– Deputy Head Teacher at Future Education: [j.maclennan@futureeducation.org.uk](mailto:j.maclennan@futureeducation.org.uk) 01603 251 310
- The Charity's Designated Safeguarding Lead for Vulnerable Adults is: Grace Richardson – Support Services Manager: [g.richardson@futureprojects.org.uk](mailto:g.richardson@futureprojects.org.uk) 01603 250 505

Future Projects will provide a programme of induction and training to include Health & Safety and Safeguarding, and will make external training available as required.

**Equalities:** The post holder must be aware of, support and promote equality and diversity in all its forms, and ensure that clients have equality of access to the services on offer. In the context of this role, this includes being mindful of audiences' access requirements to information, facilities and services and making reasonable adjustments where appropriate.

Future Projects is an equal opportunities employer, a Living Wage employer, and a Disability Confident employer; more information available on request.

**Pre-employment checks:** Employment will be subject to satisfactory pre-employment checks such as right to work in the UK and enhanced checks from the Disclosure and Barring Service. Please see the application form for guidance.

## **Application Guidance**

When completing your application form, please refer directly to the **Context and Purpose of the Job** and **Personal Profile** sections of the job description.

Please include relevant details of your training, experience, knowledge and skills in relation to these sections. Applications will be shortlisted for interview on the basis of this.